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ECRWSS

Dear Neighbor,

The leaves have turned and there's a chill in the air...which means that winter weather in Boston is right around the corner. To navigate everything from snowy roads to cold snaps, we've put together this guide to help you keep friends and family safe this season.

Keeping our community safe is a shared responsibility. So please keep an eye out for your neighbors—especially our seniors, folks with disabilities, and anyone who might be uniquely impacted by the cold.

If you have any non-emergency questions or concerns, call 311 or submit a report in the app. If it's an emergency, call 911.

Together, we can make Boston a home for everyone all year long.

Wishing you a safe, healthy, and joyful winter!

Michelle Wu

Michelle Wu
Mayor of Boston

*****ECRWSS*****
RESIDENT CUSTOMER
BOSTON, MA

IMPORTANT NUMBERS

For emergencies, call **9-1-1** For non-emergencies, call **3-1-1** or **617-635-4500**

Boston Water & Sewer:
617-989-7000

Eversource:
800-592-2000

National Grid Gas:
800-322-3223

Verizon:
800-837-4966

ABCD Fuel Assistance:
617-357-6012

DCR:
617-626-4973

MassDOT:
857-368-6111

MBTA:
617-222-3200

WINTER WEATHER GUIDE 2025-2026

CITY of BOSTON

WINTER WEATHER GUIDE 2025-2026

To stay informed about snow emergencies, parking bans, school delays, and cancellations:

- Visit boston.gov/snow
- Follow @CityofBoston
- Sign up for City alerts at boston.gov/alerts
- Download the Boston 311 app on mobile



This guide is available on boston.gov/snow in:

Español | Spanish
简体中文 | Simplified Chinese
繁體中文 | Traditional Chinese
Kreyòl ayisyen | Haitian Creole
Português | Brazilian Portuguese
Soomaali | Somali

Kriolu | Cabo Verdean Creole
Русский | Russian
Français | French
Tiếng Việt | Vietnamese
العربية | Arabic

CITY of BOSTON

CLEARING SIDEWALKS

We ask residents and business owners to clear snow, slush, and ice from sidewalks and pedestrian ramps that abut your property. After a storm, you are required to clear these areas:

- Within 3 hours of snowfall ending, or
- 3 Hours after sunrise if it snows overnight.

Remove ice to bare pavement or make it as level as possible. Sidewalks must be cleared to create at least a 42-inch-wide path to accommodate wheelchairs and strollers.

The Code Enforcement Division will issue fines for residents and business owners in violation of these rules. Fines can be issued each day until the violation is addressed.

Fines for uncleared sidewalks are as follows:

- Commercial property: \$200
- Residential property, 16 or more units: \$100
- Residential property: \$50

DEALING WITH SNOWY STREETS

Help us keep streets open to plows and emergency vehicles by parking at least 20 feet away from intersections and no further than one foot from the curb. Don't block sidewalks, fire hydrants, ramps, bike lanes, driveways, or the street with your vehicle.

During a snow emergency, discount parking is available in garages with a valid resident parking sticker. Discounted parking begins two hours before the start of a snow emergency and ends two hours after. We don't allow evening and overnight parking at Boston Public School lots during snow events.

Check [boston.gov/snow](https://www.boston.gov/snow) to find out where not to park during a snow emergency. We also have information on discounted garages.

Using electricity for heat? Consider enrolling in Boston Community Choice Electricity (BCCE) for reliable and affordable electricity supply with new, lower rates. Call 3-1-1 or visit [boston.gov/energy](https://www.boston.gov/energy) for more information.

STAY WARM AND SAFE

Renters:

Heating problems? First, alert your landlord. If your landlord doesn't respond, call **3-1-1** to file a report.

Homeowners:

Need help paying for heat? Apply for help through the State's Low Income Home Energy Assistance Program (LIHEAP). Visit [boston.gov/home-heating](https://www.boston.gov/home-heating) or call **617-357-6012**.

Everyone:

- Never use your oven for heat.
- Space heaters can cause fires, so don't place them near curtains or things that can catch fire. Remember to turn them off before going to bed.
- Clear exhaust vents to avoid carbon monoxide poisoning.
- Check for working carbon monoxide and Smoke detectors.

Units must be heated to:

68° Day time
7 am - 10:59 pm

64° Nighttime
11 pm - 6:59 am

TRASH AND RECYCLING

During severe snowstorms, trash and recycling pick-up may be canceled, but this is extremely rare. Most often, severe snowstorms can cause delays in service, so we ask for your cooperation and patience.

To view your neighborhood trash and recycling schedule and to find out what items **CAN AND CAN'T** be recycled in the City of Boston, please:

- Visit [boston.gov/trash-day](https://www.boston.gov/trash-day)
- Download the Trash Day app, or
- Call **3-1-1**

Crews have a difficult time reaching trash barrels and recycling carts placed behind snowbanks. Please clear an area at the curb for pick-up of materials or place containers next to or in front of snow banks

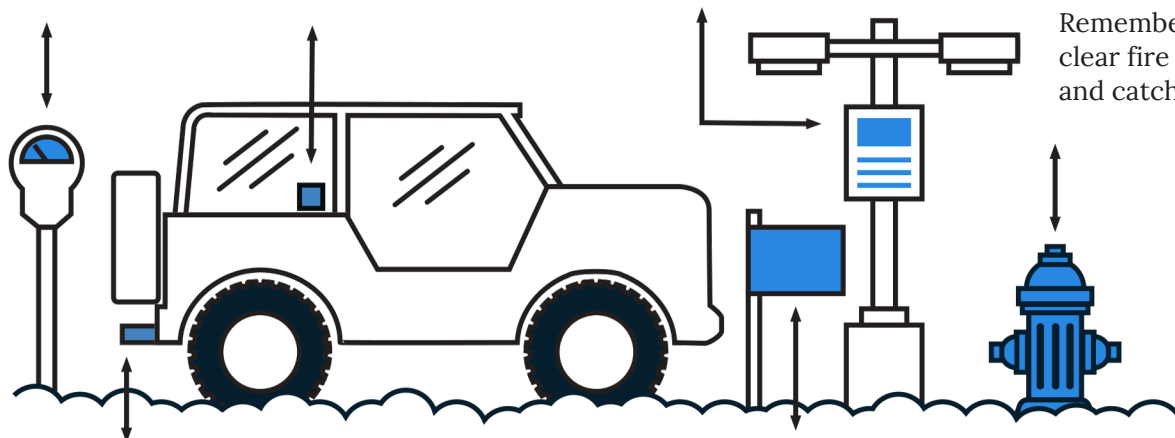
We collect Christmas trees for composting from December 29 - January 9. Don't place them in plastic bags. Please remove Christmas tree stands and decorations. If you have two recycling days, we collect Christmas trees on the first recycling day of the week. Place your tree at your curb by 6 a.m.

Parking meters remain in effect during snow emergencies.

Make your resident parking sticker visible within 24 hours after the end of a storm.

We will ticket and tow you if you park on a posted snow emergency artery during a declared emergency.

Remember to clear fire hydrants and catch basins.



Clear all snow at least one foot around your car muffler before starting your car.

Remove space savers within 48 hours after a snow emergency has been lifted. Please note: space savers aren't allowed in the South End and Bay Village.